

**State of Utah**

**Product Description**

**Product Number: 4301.05.14**

**ORS SYSTEMS SUPPORT**

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**Version:** 2.0  
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The ORSIS application is used for case and financial management by the Office of Recovery Services (ORS) within the Department of Human Services. It provides primary business operation for approximately 492 State (AG, DTS, DWS, ORS) employees. The ORS Websites, IVR, other system interfaces and mail applications, which draw information from the ORSIS database serve thousands of clients and potentially hundreds of other State's child support workers. ORSIS is required to be operational from 5:00 AM to 7:00 PM, Monday through Friday, with the exception of state holidays, the last calendar day of the month, and the first two business days of the month. In addition, there are a number of additional applications hosted on the LAN that support the business functions of ORS that have the same operational requirements. Finally, the ORS has a number of customer facing web applications. These applications are required to be operational 24X7 outside of defined maintenance windows. These applications, collectively, are considered a portion of the ORS technical environment. This Product Description provides information on the support and maintenance of ORSIS and the ORS technical environment.

The other applications covered by this agreement include, but are not limited to, the following Web applications:

Attorney General Referral system (AGR): This tracks ORS case referrals which are assigned to the AGs.

Account Registration and Activation (ARA), Interactive Case Access (ICA), Online Payment Application (OLP): These are used by the general public to register and access case information and make online payments.

Online Child Support Application (OAC): This is used by the general public to apply for Child Support Services with ORS.

## State of Utah

## Product Description

Child Support Calculator (CSC): This is used by the general public to generate Guideline worksheets for child support.

Housing Authority (HDV): This is used by Housing Authority to verify obligee income.

Financial Information Data Match (FIDM): This is used by financial Institutions to send financial account information to ORS, either the institution's entire database or just the information which matches with the ORS request file.

Content Manager: This is the electronic documents suite which is used by ORS to manage all documentation for cases.

Adobe LiveCycle: This is the document generation software which will replace the current document generation software within the ORSIS Application.

Adobe Workspace: This is the application which ORS employees use to fill out Adobe interactive and internal forms.

ORS Employee Website: This is the application which ORS Employees use to gain access to employee resources, such as policy.

ORS Public Website: This is the application the general public can access which contains information regarding ORS and how to access a number of different services.

Connect: This is the Adobe Connect application which is used for training, online meetings, remote access to user PCs, etc.

ORS State Services Portal: This is an application which allows the Office of Recovery Services, Bureau of Child Support Services to interface with the Office of Child Support Enforcement portal. It also allows staff to access information on interstate cases with other state agencies.

This Product Description is referenced in the DTS/DHS Service Level Agreement, Agreement number 2920.01.13.

This product description includes all mainframe, web and LAN based applications developed for the Office of Recovery Services.

The hours of support required for the ORS Technical Environment are listed below.

Application	Support Hours	Days of Week
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**State of Utah**
**Product Description**

Automated Voice Response Application	24x7	7 days a week
Office of Recovery Services Information System (ORSIS)	24x7	7 days a week
ORS Imaging Applications (tape data back-up and disk imaging software)	5:00 AM to 7:00 PM Plus Maintenance Windows	Monday – Friday
Adobe LiveCycle	24x7	7 days a week
QMF	5:00 AM to 7:00 PM Plus Maintenance Windows	Monday – Friday
Debit Comp	5:00 AM to 7:00 PM Plus Maintenance Windows	Monday – Friday
Housing Development Authority (HDV)	24x7	7 days a week
Attorney General Referral Application (AGR)	5:00 AM to 7:00 PM Plus Maintenance Windows	Monday – Friday
The Employee Action Management Application (TEAM)	5:00 AM to 7:00 PM Plus Maintenance Windows	Monday – Friday
Account Activation and Registration Application (ARA)	24x7	7 days a week
Interactive Case Access Web Application (ICA)	24x7	7 days a week
Payment Processing Web Application	24x7	7 days a week
CSS On-line Application for Services Application	24x7	7 days a week
Change Management Application (CMS)	5:00 AM to 7:00 PM Plus Maintenance Windows	Monday – Friday
Adobe Connect	24x7	7 days a week
Financial Institution Data Match Application (FIDM)	24x7	7 days a week
Document Management System (DMS)	5:00 AM to 7:00 PM Plus Maintenance Windows	Monday – Friday
Enhancement Management Application (EMS)	5:00 AM to 7:00 PM Plus Maintenance Windows	Monday – Friday
Child Support Calculator Web Application (CSC)	24x7	7 days a week
ORS Public Web Site	24x7	7 days a week
ORS Employee Web Site	24x7	7 days a week
Adobe Workspace	24x7	7 days a week
ORS State Services Portal	24x7	7 days a week

**Product Features and Descriptions**

Feature	Description
Mainframe Availability	Mainframe up time should be 99.9% outside of maintenance windows (these window are 6AM through noon one Sunday a month as determined by the state wide change board with the possibility of an

## State of Utah

## Product Description

	<p>occasional second window in a month during the same time frame). ORS has batch processing requirements which require availability of the mainframe outside of the business hours listed above. The ORSIS batch processing window is from close of business through 4 AM the following day for business days or from 8PM through 2AM the following day for non business days. The ORSIS CICS application must be available from 5 AM through 7 PM Monday through Friday with the following exceptions:</p> <ul style="list-style-type: none"> <li>• it is not required to be available during state holidays,</li> <li>• if the last calendar day of the month is a business day, the CICS application will go down at 6:30 PM to facilitate month end batch processing,</li> </ul> <p>The ORSIS batch application must be available for month-end batch processing from 6:30 PM on the last day of the month through 5 AM on the following day, regardless of the day of the week on which month-end falls.</p> <p>Because a large number of customer facing applications see much heavier use at the end of the month (and become much more critical in terms of availability), ORS requests that changes to the environment which might disrupt the mainframe databases or their connections to these applications not be made during the last 7 days of the month.</p>
Application Availability	<p>All ORS systems and desktop applications, with the exception of Web-based hosted applications, must be available during business hours with an uptime requirement of 99.9%. DTS will provide technical support for ORS networks and applications as defined in the relevant product descriptions (see, for example, the desktop services, hosting, and mainframe computing product descriptions).</p> <p>Customer facing web applications should be up 24X7 out side of predefined maintenance windows of Tuesday and Thursday from 8 until 10 PM and Sunday from 6 until 8 AM, with an uptime requirement of 99.9%. In rare circumstances, in order to coordinate changes of the web based systems with other systems, (ORSIS, online banking systems, etc.) a maintenance window may be requested during Saturday morning from 6 AM to 8 AM. ORS will clearly indicate what applications are customer facing when requesting a deploy from production hosting.</p> <p>Maintenance of applications and back-up of servers will not occur during required availability timeframes unless expressly approved by Agency Management.</p> <p>Application deployment will occur during previously negotiated deployment windows.</p> <p>Text changes to Adobe LiveCycle forms can be placed into production at any time, while other changes follow the standard change management process. Coding changes affecting batch forms and/or</p>

## State of Utah

## Product Description

	<p>services can be put into production on Tuesdays during the day. Coding changes affecting non-batch forms and/or services can only be placed into production outside of business hours.</p> <p>Content Manager changes regarding ACLs can occur on Wednesday during the day. All other Content Manager changes can only occur on Wednesday evenings and/or Wednesday mornings, outside of business hours.</p> <p>The Tuesday Adobe LiveCycle forms and the Wednesday Content Manager changes dates do not preclude emergency changes or scheduling other dates for migration of code through the Change Management process, if deemed appropriate by ORS.</p> <p>Because a large number of customer facing applications see much heavier use at the end of the month (and become much more critical in terms of availability), ORS requests that changes to the environment which might disrupt them not be made during the last 7 days of the month.</p>
DTS Application support	DTS will support or coordinate the support for all applications in the ORS technical environment.
Backup and Recovery of ORS Data	<p>Backups must be performed in such a manner so as not to negatively impact any defined ORS business process, including off hours batch processing of ORSIS or other applications in the ORS technical environment. If the backups extend into business hours, ORS must be contacted to verify if the backup should continue.</p> <p>Upon request, files must be able to be restored to any recovery point within the last four weeks. Recovery points need to be made prior to each business day, and can occur more frequently.</p> <p>Monthly backups/archives must be retained for three years (OCSE requirement) based on the ORS retention schedule.</p> <p>All relevant agency, state, and federal requirements regarding the retention, encryption, segregation, labeling and verification of data at rest must be followed. The Guardium product is not able to encrypt the DB2 data on the mainframe. An ongoing effort to encrypt the mainframe data on DB2 is being executed.</p> <p>Maximum downtime for the following ORS mission-critical applications is four hours: Imaging, Accounting, IPCC, ICA, OAC, AGR, ARA,</p>

## State of Utah

## Product Description

	<p>OLP, Adobe Connect, Adobe LiveCycle, HDV, and CSC.</p> <p>Maximum downtime for other applications is one business day.</p> <p>DTS will maintain the current, planned DB2 recovery points. On-site recovery will restore DB2 back to as close to pre-failure as the on-site logs can support. Off-site recovery will allow a restoration back to the last established restoration point (end of business day and end of batch cycle).</p>
ORS Data Security and Audits	<p>ORS data contains information covered under the security requirements of the Office of Child Support Enforcement (OCSE), Internal Revenue Service (IRS), Bureau of Criminal Investigation (BCI), Social Security Administration (SSA), Health Insurance Portability and Accountability Act (HIPAA), and Payment Card Industry (PCI). Since the IRS audit has the most complete set of audit criteria and each agency mentioned above appears to be moving in the direction of becoming NIST-compliant, ORS is having all of the hardware/software which processes its data set up to be IRS-compliant.</p> <p>The major area for which ORS needs assistance in responding to the security requirements is obtaining access to information in the areas of Active Directory and local desktop policies; automated methods of gathering inventory information; vulnerability scanning; LogRhythm alerts; baseline configurations for equipment through which ORS data passes in an unencrypted fashion; reasons why baseline configurations have changed; diagrams of network configuration and hardware identification and location; procedures for DTS policy and authorization to scan/review our server/desktop configurations to determine the level of IRS compliance.</p> <p>Because ORS is required--along with other agencies--to submit a compliance report and audit on a regular basis, ORS is requesting that DTS provide time and resources to complete the aforementioned items.</p> <p>Since OCSE has become actively involved in security compliance, the "IRS" audit, instead of just covering the major ORS applications, now covers all ORS applications.</p> <p>DTS and DHS will work together to understand each requirement and assign responsible parties.</p> <p>DTS will make every reasonable effort to provide information which is requested by the designated ORS staff and/or Federal and State auditors in order to conduct required Federal, State, or Agency/ORS audits.</p>

## State of Utah

## Product Description

	Audit records must be retained for seven years (IRS requirement).
Mainframe Road Map	<p>The main application used by ORS is the Office of Recovery Services Information System (ORSIS). This application is mainframe-based. Therefore, until funding can be identified to replace the application, it will need to be supported by DTS.</p> <p>ORS has attempted to develop plans for the maintenance and support of the ORSIS mainframe system, but these plans did not obtain DTS approval. However, the efforts to plan for the remaining life of the ORSIS and the mainframe system as well as the eventual transition to a new IV-D system must continue. ORS expects DTS management to provide a good-faith effort in working with ORS to prepare a roadmap for the support, maintenance, and disaster recovery planning and testing of the ORSIS technical environment until that environment can be replaced.</p> <p>Any recommendations for the long-term support, maintenance, and business-resumption planning and testing for the ORSIS environment must take into consideration the current platform and be reasonable in terms of cost, risk, maturity, and reliability of any proposed technologies.</p>
ORS Application and Data Access Authorization	<p>Per agency, state, and federal regulations, ORS must authorize all access to ORS data and applications. The appropriate ORS Authorization and Audit Agent (or his/her back-up) must authorize all access to ORS data for ORS and non-ORS employees. In order to document and audit this access, the ORS Authorization and Audit Agents (or his/her back-up) must provide authorization for any groups which are created which allow access to ORS data.</p> <p>Dataset, rule, group or resource profile access will be granted within one business day of receipt of authorization from the appropriate ORSAuthorization and Audit Agent (or his/her back-up).</p> <p>Because of the design of the software used, the Imaging application coordinator and his/her back-ups must have root access to the servers in order to allow the coordinator (or back-ups) to administer passwords and manage these applications (Content Manager, Kofax, SQL server). This root access will be limited to the servers on which these applications reside.</p> <p>ORS staff must have the ability to maintain training modules, and form applications for Adobe Connect and Adobe LiveCycle.</p> <p>On the Interactive Intelligence contact center platform, ORS defined administrators will have the ability to modify their Users, Roles, Workgroups and Schedules. They will have access to change/modify their dialer campaigns. They will also have access to modify their IVR profiles. ORS administrators will be given access to IC Business</p>



## State of Utah

## Product Description

	<p>Manager, which provides a mechanism to create reports using ORS call data. ORS will have access to develop and modify call handlers in the development system, with changes to production handlers being coordinated with Voice Operations. Because this is a shared enterprise platform, administrative access to the underlying servers and core infrastructure is managed by a centralized Operations group.</p> <p>ORS will continue to administer their existing IPCC contact center platform until such time that it is decommissioned.</p> <p>The Financial Institution Data Match (FIDM) application coordinator must receive passwords for Financial Institutions as requested.</p>
Network, Server, and Desktop Administration	<p>DHS networks will generally be available outside normal business operating hours except during normal maintenance and back-up times.</p> <p>Maintenance for the ORS-related servers and/or networks will be performed during non-business hours and outside of the daily batch window of between 8:00 PM and 5:00 AM as agreed to and coordinated in the change management process.</p> <p>All Operating system, antivirus, spyware, security and application software updates and service packs related to servers, PCs, firewalls, routers and switches must be kept current. Configurations must be in compliance with agency, State, and Federal requirements and should follow the enterprise change management policy as well as industry best practices.</p> <p>ORS requests that changes to Windows desktop policies, and patch/code updates to firewalls, routers, switches, servers and applications are researched and tested to the extent possible by DTS. Changes are managed through the Change Management process, and include documented test and back-out procedures. Then, if a change causes problems in the operational environment, DTS will work with ORS to either not implement the change or to work out a method of implementation which will not impact the operational environment. ORS maintains a complex operational environment (including IPCC, imaging, Kofax and various Adobe applications) and it is vital that this environment not be disrupted.</p> <p>Voice Response Units must be accessible to application administrators, programmers and Convergys/Interactive Intelligence personnel for maintenance and troubleshooting.</p> <p>Drive mappings for ORS in the HK Building and for drives which are accessed by ORS offices outside of the HK Building will not be changed without going through the change control process.</p> <p>ORS has one DTS Technical Support person who supports a number of applications for ORS. For mission critical applications within ORS, this support must continue as it is.</p>



## State of Utah

## Product Description

	<p>DTS must provide PC scanning to find serial numbers, OS version, Windows updates, antivirus updates, installed software, and machine name by logged-in users:</p>
Development environment	<p>ORS application development will continue to use the ORS Cookbook.</p> <p>When required independent environments will be provided for Systems Development and Testing, Application Development, System Integration Testing, User Acceptance Testing, Training, and Production. This may be required for all development including, but not limited to, static Web, Web applications, client server applications, and mainframe applications.</p> <p>The development team for ORSIS and for the ORS technical environment must be colocated with the ORS.</p> <p>The software migration coordinator must be on site. Their backup must be able to be trained on site and must work on site when the primary coordinator is gone for extended periods of time.</p> <p>All software development projects--with the exception of change requests (CR) and service requests (SR)--must have detailed schedules. CRs will be handled in the current manner and SRs will have less-detailed schedules. All software development projects will be prioritized by ORS and will be scheduled and monitored by ORS and DTS. All software projects will be scheduled and completion dates will be agreed upon between DTS and ORS project administration.</p> <p>DTS development staff must use the ORS project scheduling software and must be actively engaged with ORS in maintaining software development schedules by identifying resources, tasks, hours to complete tasks, hours applied to tasks, and percentage of task completion. DTS and ORS must agree on dates for completion of projects and then DTS and ORS must work together to complete tasks in the allotted amount of time while maintaining the quality and usability of the software which is being developed.</p> <p>Based upon the ability of DTS staff who are assigned to ORS to meet agency requirements, ORS retains the right to request changes to DTS staffing assignments. These requests may be either general in nature--such as an increase or decrease in staff for a particular project, or specific to an individual--based upon project performance or failure to adhere to established ORS policies.</p> <p>The change process in the ORS Cookbook will be followed, changes concerning both time and cost impacts are to be agreed upon between DTS and ORS.</p>

## State of Utah

## Product Description

	<p>Regular status meetings will be scheduled to keep ORS and DTS staff informed regarding project progress. The frequency of these meetings is to be determined by ORS.</p> <p>If the ORS Voice Response Systems experience problems and are unable to properly route calls, the ORS point-of-contact, or his/her back-up, must be notified. ORS maintains an on-line BET Team Responsibilities list which is accessible to anyone who needs access.</p>
Web Hosting and Acceptance Testing (ORS Web Applications)	The cluster environment must be functional and ready to implement applications. System and support software must be installed, configured, tested and available for application use.
Web Hosting (Static Web)	<p>DTS must follow the written process for copying and indexing ORS Policy to the ORS Employee and Public Web site. This process is currently in place, and DTS must maintain an adequate process to allow business users to update both public and employee Web policies at least once per day.</p> <p>DTS will continue to maintain the Web search function for the ORS Employee Web Site. Web search software provides search capabilities for PDF documents on the ORS Web sites.</p>
DTS Assigned Resources	Resource allocation requires Agency approval for reallocation of resources for a mission-critical system and must consider business knowledge and experience in business requirements pertaining to Agency-related business processes, development environment, and standards.
On Call Service Hours	<p>DTS will provide on-call support for all applications within the ORS technical environment. The designated ORSIS on-call employee will be alerted in a timely manner of any problems occurring within the ORS technical environment.</p> <p>ORSIS support will be provided for the ORSIS CICS application during ORS business hours, for ORSIS batch cycle following all business days and on the last calendar day of the month, and 24x7 for all Web applications.</p> <p>With three days advance notification, the Agency can expand the above hours as needed.</p>
Response Criteria	Return initial phone call/page within 5 minutes. If needed, log on to begin resolving problems within 15 minutes.
Application Coverage	DTS will draw its on-call support for the ORS technical environment from the team which maintains that environment with the exception that contracted DTS staff will not be assigned as on-call support.
Business Resumption and Disaster Recovery	<p>This section is being left in the SLA until it can be incorporated in a Disaster Recovery Plan.</p> <p>In the event of disaster, DTS must bring ORS applications on-line in the order and timeframe negotiated between DTS and ORS.</p>

## State of Utah

## Product Description

Business resumption testing must be planned and completed according to requirements agreed to by ORS and DTS and in accordance with federal guidelines.

Business resumption capabilities must exist and be tested for specified ORS systems.

ORSIS applications should be made available for business resumption in the following order:

1. Automated Voice Response Application (disk imaging software, redundant systems)
2. Office of Recovery Services Information System (ORSIS)
3. ORS Imaging Applications (tape data back-up and disk imaging software)
4. Adobe LiveCycle
5. QMF (tape data back-up and disk imaging software)
6. Debit Comp (data back-up, source code back-up, disk imaging software)
7. Housing Development Authority (HDV) web application
8. Attorney General Referral Application (AGR) (Source Code in version controlled software, tape data back-up)
9. The Employee Action Management Application (TEAM) (tape data back-up, tape source code back-up)
10. Account Activation and Registration Application (source code in version-controlled software)
11. Interactive Case Access Web Application (source code in version controlled software)
12. Payment Processing Web Application (source code in version-controlled software)
13. CSS On-line Application for Services Application
14. Change Management Application (tape data back-up, tape source code back-up)
15. Adobe Connect
16. Financial Institution Data Match Application ( tape back-up of application files, source code in version-controlled software)
18. Document Management System (tape data back-up, tape source code back-up)
19. Enhancement Management Application (tape data back-up, tape source code back-up)
20. Child Support Calculator Web Application (source code in version-controlled software)
21. ORS Public Web Site
22. ORS Employee Web Site
23. Adobe Workspace
24. ORS State Services Portal

It is understood that recovering these applications should a disaster occur is dependent on the availability of resources and that other, more critical applications may take precedence over these applications according to the overall needs of the state.

## State of Utah

## Product Description

	<p>A common information repository--which contains information about the supported environment, including software maintenance levels, server configuration, upgrade plans, and planned downtime--must be available.</p> <p>Application logs must be retained for at least five business days in order to assist with problem resolution.</p> <p>Acronis images of ORS servers must be maintained at both the SLDC and the Richfield Alternate Processing Center to enable these servers to be reprovisioned when needed for business resumption.</p>
Help Desk Support	<p>DTS shall provide Technical Support through both the DTS Enterprise Service Desk and emergency on-call support.</p> <p>DTS shall provide the same level of telephone and remote support to telecommuters as they do to workers located in state owned office buildings. They shall not provide on site support to telecommuters.</p> <ul style="list-style-type: none"> <li>● For ORS, the Service Center hours are 5:00 AM to 6:00 PM, Monday through Friday, except State holidays.</li> <li>● The following services are provided by the Help Desk for ORSIS Support:</li> <li>● Identification of Senior Business Analyst to whom to route the call</li> <li>● Check the BET Team Responsibilities document.</li> <li>● Check the Batch or Screen Component List document.</li> <li>● Check the Multi-user GroupWise Calendar to determine primary or back-up coverage.</li> <li>● Check the Multi-user GroupWise Calendar for any Senior Business Analysts who may have called in sick.</li> <li>● Route the call appropriately.</li> <li>● The following services are provided by the Help Desk for Content Manager Support:</li> <li>● If the call is before 8:00 AM or after 5:00 PM:</li> <li>● Check the calendar to determine which individual is on-call.</li> <li>● Check documentation for any Senior Business Analysts who may have called in sick.</li> <li>● Route the call appropriately.</li> <li>● If the call is between 8:00 AM to 5:00 PM, identify the Senior Business Analyst to whom to route the call:</li> <li>● Check the BET Team Responsibilities document.</li> <li>● Check the Batch or Screen Component List document.</li> <li>● Check the Multi-user GroupWise Calendar to determine primary and/or back-up coverage.</li> <li>● Check documentation for any Senior Business Analysts who may have called in sick.</li> </ul>

## State of Utah

## Product Description

	<ul style="list-style-type: none"> <li>● Route the call appropriately.</li> <li>● If there is a global non-response (System Down) in the Content Manager application:</li> <li>● Refer to "Content Manager Help Desk Protocol (for Down System).</li> </ul>
Security	<p>The systems must adhere to all security requirements which are imposed by OCSE, HIPAA, SSA, IRS, BCI, PCI and the agency as determined by ORS and auditors from these respective organizations. In addition, all DTS staff must comply with all relevant regulations from these organizations.</p> <p>All DTS staff who work in the ORS technical environment will be required to attend the annual ORS Security Review Training and sign documents stating that they have received, and understand, the training. The training schedule is developed each year and all required participants are notified.</p>
Redundant Skill Sets	<p>ORS applications are critical to ORS operations and, therefore, it is vital that DTS work towards and provide training for redundant skill sets among technical team members. This is important for providing continuity of services.</p>
Google	<p>All ORS employees must have Google Message Discovery enabled. ORS agents who terminate employment will have their E-Mail saved for one year. All other ORS staff who terminate will have their E-Mail saved for ten years.</p>

## Features Not Included

Feature	Explanation
Network services	Network Services are described in the Network Services Product Description (2382.01.13) (Numbers will change for FY13)
Desktop services	Desktop Services are described in the Desktop Services Product Description (2321.01.13) (Numbers will change for FY13)
On call infrastructure coverage	On call support for all infrastructure and other commonly held resources maintained by DET will be detailed in an operational level agreement prepared by the DET infrastructure Division.
On call desktop, security, and operational support	On call support for all services provided by Capitol, Metro, and/or Rural support staff will be detailed in an operational level agreement prepared by the DET infrastructure Division.

## Rates and Billing

Feature	Description	Base Rate
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## State of Utah

## Product Description

Application development and support	All ORS applications development, maintenance and enhancement work, including design, programming, testing and resolving defects.  Operational areas such as version control, problem and enhancement request tracking, technical analysis and technical documentation.	See the DTS Approved Rate
Project Management	Tasks executed by a trained project manager. These tasks are over and above the management and oversight tasks performed by the ORS development team	See the DTS Approved Rate or Contractor time and rate as negotiated.
On call availability	Application support staff will carry cell phones and/or pagers and will agree to support the application outside of normal business hours as stipulated above.	1 hour reported for every 12 hours on call
On call problem resolution.	The individual on call works to resolve problems with production systems. Reasonable efforts will be made to keep the total number of hours worked by each person to 40 hours per week, but the requirements of being on call and supporting the application during the day may preclude this.	

## Ordering and Provisioning

For access to ORS applications contact the appropriate ORS Authorization and Audit Agent.

## DTS Responsibilities

1. DTS agrees to adhere to and enforce all DTS, DHS, and ORS policies and procedures.
2. DTS must provide information which is requested by the ORS Authorization and Audit Agents and/or Federal and State auditors in order to conduct required Federal, State or Agency/ORS audits.
3. DTS will maintain all hardware and software currently in use by ORS. Hardware or software which supports ORS business functions but does not meet DTS standards must continue to be maintained until up-to-standard hardware/software can be installed, or funds are made available to purchase new equipment and/or software.
4. DTS will maintain sufficient bandwidth and throughput capability to satisfy current DHS and ORS business requirements. DTS must also monitor bandwidth and make recommendations regarding future needs before the needs become critical and in time for funding be allocated. Additional requirements may require additional cost/payment discussions and scheduling in order to increase bandwidth.
5. DTS will also monitor disk, CPU, and other resource usage and will coordinate with ORS to make sure that sufficient capacity is available for emergent needs. Of particular concern to ORS is that there be sufficient storage for the new IVR.

## State of Utah

## Product Description

6. In order to give ORS appropriate opportunity to budget for and secure funding for any proposed increase, this process will include advance notice of at least one budget cycle. The historical availability of these server and desktop applications is contained in "IT Consolidation – Application assets Master SLA 9-26-2005" and "ORS Server Availability" documents.
7. DTS will work with ORS to develop and maintain current inventory documentation.
8. DTS will be available to provide critical information within one business day, or as soon as possible, if research is needed after receiving a request for information from an ORS staff member seeking to resolve an ORS issue.
9. Agrees to consult with ORS Management prior to committing ORS to a course of action that will impact ORS business processes or that will incur additional costs.

## Agency Responsibilities

1. ORS agrees to adhere to and enforce all relevant DTS and DHS policies and procedures.
2. For emergent issues, call the DTS Help Desk at (801) 538-3440.
3. Determine appropriate Help Desk issue priority (low, medium, high or urgent) in cooperation with DTS.
4. Request and schedule special services (installation of new equipment, after-hours support, etc.) well in advance.
5. Pay all charges associated with services rendered.
6. Be willing and available to provide critical information within one business day, or as soon as possible, if research is needed after receiving a request for information from a DTS staff member seeking to resolve an ORS issue.

## DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
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**State of Utah**
**Product Description**

ORSIS	99.9
AGR	99.9
ICA	99.9
CSC	99.9
ARA	99.9
OAC	99.9
HDV	99.9
OLP	99.9
WebSphere environment	99.9
IPCC	99.9
Content Manager	99.9
Adobe Connect	99.9
Adobe LiveCycle	99.9

**Resolution Time:**

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Total Time to Resolution</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

**Initial Response:**

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Time to Initial Response</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

**First Contact Resolution:**

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
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## State of Utah

## Product Description

<b>First Contact Resolution</b>	<b>65% of all incidents reported resolved on initial contact</b>
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### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied

## Additional Service Levels and Metrics

Uptime Compliance Reports for All ORSIS Applications	Frequency – monthly	E-Mail: <a href="mailto:tcov@utah.gov">tcov@utah.gov</a>
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DTS will consult with ORS and obtain ORS approval before committing ORS to a course of action which impacts ORS business processes.

ORS daily production batch processes will run and successfully complete processing before 5:00 AM on a nightly basis. The only exception is during month-end processing, when some “non-must-go report” runs will not be completed before 5:00 AM.

On-call Support, according to Product Description 4301.03.09, will be available off hours and a response to problems will occur within 15 minutes of notification.

For Control M and Control D, nightly job runs need to be checked and decollated and the new day's processing completed by end-of-day each day. If issues exist with the processing, those issues will be resolved as quickly as possible.

At least annually, DTS will demonstrate its ability to bring the ORSIS up at the Richfield data center. To verify that it is working correctly, ORS must have the ability to test the ORSIS application after it has been brought up.

Help Desk Metrics, Enterprise Service Desk	<p>The performance level for Help Desk services provided to ORS must meet or exceed the Baseline Service Level for Help Desk call resolution which is:</p> <p><b>Baseline Service Level, 08/15/2005-11/30/2005</b></p>
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## State of Utah

## Product Description

	<ul style="list-style-type: none"> <li>● 3,241 calls processed</li> <li>● 60 calls abandoned (1.47%)</li> <li>● 1,908 handled in less than 5 minutes (71.89%)</li> <li>● 702 calls resolved in an average of 1 hour and 45 minutes (26.45%)</li> <li>● 44 calls on Project List, timeframes negotiated with customers (1.66% - average of 11 days to resolve issue)</li> <li>● 587 calls with issues handled outside of technical support (1.81%)</li> </ul> <p>Ninety percent of all mainframe passwords which are reset will be reset within 10 minutes. The remaining 10% will be reset within an average of 30 minutes.</p> <p>All DTS staff who interact with customers or users are part of the DTS Enterprise Service Desk and must use the DTS ServiceNow Help Desk application to manage incidents, requests and orders.</p> <p>ServiceNow calls cannot be closed--or closed and opened under a new ticket--until the work is completed and that completion has been verified with the caller who requested the ticket.</p> <p>ORS would like DTS to report on the following metrics monthly</p> <ul style="list-style-type: none"> <li>- number of ORS calls processed,</li> <li>- number of ORS calls handled in less than 5 minutes,</li> </ul>
Non-Production Availability Metric	During daily operating hours, there needs to be 99.9% availability for all non-production systems and all non-production systems-hosted application environments.
ORSIS Internal CICS Metric	DTS will maintain all operating system software so that the current internal CICS average transaction elapsed time of .055 seconds is maintained. This may or may not be met based upon the encryption solution.
Telephone Repair and Install Metric	<p>Monday through Thursday, DTS must repair telephones within 24 hours of notification of a telephone problem (48 hours for areas serviced by Tri-Tel).</p> <p>DTS must complete installation, disconnection, moves, voice mail, or other change requests within seven days of notification.</p> <p>DTS technicians cannot leave a job site prior to ORS verification that the work was completed correctly and satisfactorily.</p> <p>When DTS technicians arrive at the job site, before work is commenced, they must notify the ORS Telephone Coordinator or the coordinator's back-up that they are there to perform the required work.</p>

## State of Utah

## Product Description

	DTS will make every effort to meet the requirements requested above by ORSIS.
End-to-end ORSIS Response Time	During extended business hours, the ORSIS end-to-end response time should be sub-second--with the exception of the 560 screen, which is responding in a maximum of 10 seconds.
DTS Finance	Requested service metric: DTS should provide a timely bill, no later than 30 days after the end of the billing month.
Reports	DTS must provide to ORS Application statistics (reports) such as users, transactions, up time, processing time, etc. upon request. (Requests will be made through the Service Now.)
Document Generation Metrics	<p>Batch Processing average metrics are:</p> <p>Normal day:</p> <ul style="list-style-type: none"> <li>• Documents generated, 1369</li> <li>• Time to generate, 112 minutes</li> </ul> <p>Month-end run:</p> <ul style="list-style-type: none"> <li>• Documents generated, 2710</li> <li>• Time to generate, 190 minutes</li> </ul> <p>Worker-generated processing:</p> <ul style="list-style-type: none"> <li>• Time to generate a document, 13 seconds</li> </ul>
DB2 Metrics	DB2 average internal response time is .06 seconds per transaction.